Please read this document in its entirety.

Your Elmhurst College Exchange email account will be migrated to Office 365. While this contains information for you after migration, please take the time to review additional Office 365 information on the Help Desk website.

Email through the Portal (web version)

If you access your email currently through the portal (web version), please follow the steps below.

1. Login to the My Elmhurst Campus Portal (http://my.elmhurst.edu/).
2. Click on the “Microsoft Office 365” link (http://office365.elmhurst.edu/).
   a. Enter your username@elmhurst.edu (full email address).
   b. Password is your Technology Account password.

Email through the Outlook Program (on a computer)

If you access your email through the Outlook program on your computer, please follow the steps shown below to ensure that your account is properly setup. You will only need these steps for the initial setup.

1. If your Outlook program displays your email address as shown below, your profile may require modification. If you see “@exchange” then please contact the Help Desk after step 2.

2. Within Outlook, you will receive the pop-up shown below. Close the Outlook program and reopen it.
3. When prompted for a login as shown below, enter your **eNumber** and password. Click “OK.”

![Image of a login window](image1.png)

4. A second prompt will appear immediately, so enter your **email address** and password. Click “OK.”

![Image of a login window](image2.png)

5. If you see a security alert as shown below, click “Yes.”

![Image of a security alert](image3.png)
Other Known Issues

At this time, there are some known issues that may or may not occur with your migration. These issues are the result of how the Elmhurst College systems such as Active Directory are setup.

1. Please ensure you followed the instructions in the email from July 6, 2015, regarding your Technology Account reactivation. If you have not done this, please go to http://activate.elmhurst.edu/ and create a new password.

2. Department/secondary email accounts that you monitor through the Outlook program must be removed before migration. These accounts can be checked via the web version of Microsoft Exchange email in the portal (http://exchange.elmhurst.edu/).

3. Calendar sharing – since most departments will be migrated as a group, calendar sharing within your department in the Outlook program will work. If you are sharing calendars outside of your department, this may not work until those faculty and staff accounts are migrated. Please note that you may need to re-request or reauthorize permission settings.

4. Mobile devices using Elmhurst College email accounts must be reconfigured with the settings shown below. For detailed steps for your particular device, please check the bottom of this page: http://helpdesk.elmhurst.edu/TechnologyAccounts/MicrosoftOffice365FacultyStaff.aspx

   iOS devices:
   - < Mail…
   - Add Account
   - iCloud
   - Exchange
   - Google
   - Yahoo!
   - AOL
   - Outlook.com

   Android devices:
   - Accounts
   - Exchange
   - Facebook
   - Gallery
   - Google
   - GroupMe
   - Imgur
   - LinkedIn
   - Office

Please note that Elmhurst College is moving away from the Exchange server on campus to the Exchange server at Microsoft Office 365 (in the cloud). This is why you must select “Exchange” as the account type for a mobile device setup.
We thank you for your patience and cooperation. If you have questions or concerns, please contact the Help Desk at 630-617-3767 or helpdesk@elmhurst.edu. Thank you.